

Manchester Police Department



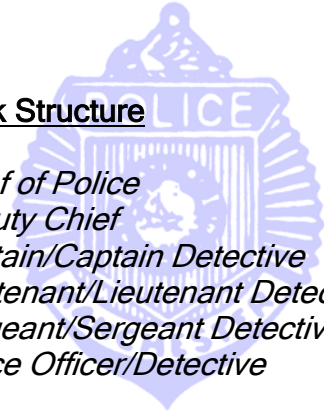
2007 Annual Report

MANCHESTER PD AT A GLANCE

Sworn Officers.....	225
Civilian Personnel.....	67
Budget	\$21.5 million
Median Age	41
Mean Years of Service	11.5
Facilities	5
Marked Patrol Vehicles.....	35
Unmarked Vehicles	19
Specialty Vehicles	15
Mountain Bikes	21
Motorcycles	4
Horses	2
Canines	9
Total Calls for Service.....	101,335

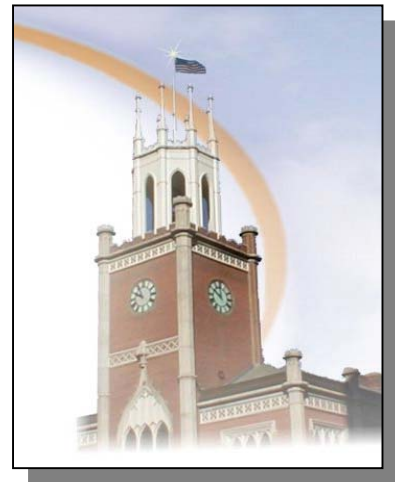
Rank Structure

Chief of Police
Deputy Chief
Captain/Captain Detective
Lieutenant/Lieutenant Detective
Sergeant/Sergeant Detective
Police Officer/Detective



CITY OF MANCHESTER AT A GLANCE

Founded	1810
Government.....	Mayor and 14 Aldermen
City Budget.....	\$263.1 million
Area	33.9 sq. miles
Population (2005 Estimate)	109,691
Under 20 Population (2000 Census)	28,090
Police Officer/Population Ratio	1 per 546
Population Density.....	3,225 per sq. mile
Unemployment Rate.....	3.5%
Property Tax Rate per Thousand.	\$16.57
Public School System Population	26,261
Public Schools	23
Non Public Schools	8
Colleges and Universities	11
Hospitals.....	2
Congressional Representatives...	Senator Judd Gregg Senator John Sununu Rep. Paul Hodes Rep. Carol Shea-Porter



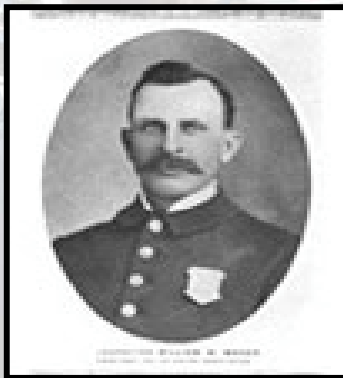
2007 Annual Report



In Memoriam		Fleet Maintenance Division	13
Message from the Chief	1	Domestic Violence Division	14
Administration	2	Training Division.....	15-16
Investigations	3-4	Animal Control Division	17
Patrol	5-6	Ordinance Violations Division.....	18
Traffic Division	7	Budgets Division	19
Community Police Division	8	Financial Report	20
Canine Division	9	Crime Prevention Division	21
Special Investigations Division.....	10	Communications Division	22
Operational Chart.....	11	Professional Standards	23
Organizational Chart.....	12	Records Division	24

**DEDICATED TO THE MEMORY OF
MANCHESTER POLICE OFFICERS WHO HAVE GIVEN
THEIR LIVES IN THE PERFORMANCE OF DUTY**

**Sergeant Henry Mcallister
May 21, 1895**



**Inspector William M. Moher
July 3, 1921**



**Officer Ralph W. Miller
October 2, 1976**



**Officer Michael L. Briggs
October 17, 2006**

MESSAGE FROM THE CHIEF



This past year has again proven to be a challenging one for the Manchester Police Department. As our great city continues to grow and move forward so does this police department in order to meet the needs of those that live, work or visit Manchester. As you read through the pages of this annual report you will see the many changes and advancements this department has made over the past year.

We started our year on a very solemn note. On January 26th well over 200 members of this department along with representatives from state and local government braved freezing cold conditions to attend a somber ceremony where we as a department retired Manchester Police badge number 83, the badge worn by Officer Michael Briggs. The flag that was being flown over police headquarters on October 17, 2006 was also presented to Michael's wife Laura and his children Brain and Mitchell.

In March, several members of this department participated in an interview with Alan Urry of the British Broadcasting Corporation from Manchester England to discuss this department's initiatives regarding violent crime, gangs and drugs. This program was later broadcast in England.

In April the Manchester Police Department hosted a 3-day gang conference sponsored by the East Coast Gang Investigators Association which was attended by over 100 law enforcement members from across New England. During the conference ideas and information was shared about gang activity in the Northeast, along with many new partnerships being developed. Due in part to a huge demand the department sponsored 3 Citizen Police Academy classes graduating over 60 people. Many of these graduates are now dedicated volunteer members participating in one of our 36 active neighborhood watch groups throughout the city.

The Board of Mayor and Aldermen again approved an increase in our complement of sworn police officers to 225. As a result of this increase the department held 3 recruit tests over the course of the year. As of this writing, our current complement stands at 221 sworn officers and we anticipate being at full complement after our April 2008 testing process.

On August 26th the 4th Annual Manchester Police Athletic League Benefit Ride for Fallen Officers was held. The money raised from this year's event paid for the Manchester Police Department Fallen Officers Memorial which was unveiled that day at the conclusion of the ride. The names of our four fallen officers are now permanently engraved on the memorial. We encourage citizens and visitors to Manchester to stop by and visit this memorial located on the Merrimack St. side of police headquarters.

In October along with the implementation of our new computer system we initiated our Crime-Stat program. Crime-Stat is a program very similar to the well known Compstat program being used by many large police department. Crime-Stat uses computer generated statistics to provide accurate and timely intelligence to unit commanders who in turn are able to provide rapid deployment of personnel along with effective tactics in order to deal with problems in the city. The process continues with rigorous follow up and continued assessment of the problem. Command staff now meets on the bi-weekly bases to identify problems within the city and set up department wide operational plans to resolve these issues. To date this program has been very successful in working on strategies to resolve criminal activity in and around convenience stores and retail businesses, the rash of GPS thefts and the graffiti problem. We look forward to greater accomplishments with Crime-Stat in the future.

As this will be my last message as Chief of the Manchester Police Department, I especially want to thank members of this department, both civilian and sworn for their unyielding dedication and support of this department's mission to provide the highest level of professional police services to the citizens of Manchester. Due to this dedication, I am proud to say that we have again posted a reduction in our crime rate for the third straight year.

I would be remiss if I did not thank the citizens of Manchester for their continued support and confidence in their police department. I have often said that any police department can only be as good as the support that it received from its citizens. This continued support is what truly makes the Manchester Police Department the outstanding department that it is and the City of Manchester such a great place to live. It has truly been both an honor and a pleasure to serve the citizens of Manchester for the past 31 years.

The Manchester Police Department continues to strive as it experiences change in personnel, increases in work product and implementation of new procedures and technology. As the department experiences the increase in additional personnel, that creates additional work product for many of the departments within the Administrative Divisions.

The city fathers provided the department with sworn personnel to increase our compliment as well as funding for additional patrols, providing the department with the opportunity for more enforcement efforts and other creative measures. Although positive this creates an additional work product for the communications division, which handles radio traffic and service to the street officer, a considerable increase in paperwork for the records division staff to review and file, as well as increasing the load on court prosecutors. The members of these divisions continue to handle this additional workload professionally and without complaint, and I commend them for their efforts.



Crime Prevention and Community Police work in unison in a proactive mode to provide problem solving measures for the community, which may prevent future criminal activity, and often eliminating repeat calls for service, enabling the street officer to concentrate their efforts on other matters.

The training unit continues to work at providing the best training for the department all while diving into numerous backgrounds to attain the best candidates for employment for the department. This is no easy task and I salute their efforts as we eye several more vacancies and a test to be conducted in April 2008.

The department has remained successful in retaining its National Accreditation status and will strive for its 6th accreditation during a December CALEA assessment. If successful we will receive an award in March of 2009. Our accreditation team works diligently to guide the agency as standards change as well as monitoring our current policies to ensure they comply with CALEA.

We have attained two particular goals the department hoped to reach during this past year. The upgrading of new Mobile Data Terminals for our police vehicles and a new Computer Aided Dispatch / Records Management System for the department. The new MDT's provide the opportunity for officers to complete much of their work product and investigative inquires from the vehicle. This gives the officer access to a vast amount of knowledge to help combat the criminal element. The Cad/RMS system has been implemented for both police and fire and should serve both agencies for many years to come. With any system comes a certain amount of growing pains and adjustments. But long term, Intergraph will provide the agency and its personnel with a considerable amount of statistical information and search capabilities that will enable to the department to work efficiently and assist us in our proactive approach in dealing with public safety issues.

I would be remiss if I didn't mention both the sworn and civilian personnel who took on the additional responsibilities of train the trainer during the Cad/Rms implementation process. Not only did they take on an area of responsibility beyond their normal job functions, but remain a valuable resource for the agency as it relates to the Intergraph system.

The administrative units remain committed to providing continued support to the agency function and look forward to the challenges that lie ahead.

INVESTIGATIONS



As reflected in the Department's organizational chart, the Investigative Division is comprised of several Units each having very specific responsibilities. The Units include Detectives, Juvenile, Domestic Violence, Special Investigations, and Evidence. The Division also has a number of administrative assistants, victim advocates, and support staff. The Division is tasked with investigating the felony and misdemeanor offenses that are committed in our community. We are also responsible for securing and maintaining the department's evidence storage area(s).

During the calendar year 2007 the Division was fortunate in that we were able to add to the overall complement of Investigators. We added 2 investigators to Detectives, 2 investigators to Juvenile, 3 investigators to Special Investigations, and 1 investigator to Domestic Violence. These additional personnel not only allowed us to better meet the ever increasing challenges the Division faces, it also gave us the ability to take advantage of very important training opportunities while still maintaining sufficient coverage.

In last year's annual report I commented on the October 16th, 2006 murder of Officer Michael Briggs and the subsequent arrest of Michael K. Addison; and his being charged with Capital Murder. Trial for the Capital Murder offense is tentatively scheduled for September 2008. However, in the interim, on charges unrelated to the Briggs murder, Addison has been convicted of Conspiracy to Commit Criminal Threatening with a Firearm, Accomplice to Reckless Conduct, Conspiracy to Commit Armed Robbery, Armed Robbery & Felon in Possession of a Firearm. And, as I type this, Addison is on trial for the October 10th, 2006 Armed Robbery of the El Mexicano Restaurant.

As this message covers a full calendar year, listing all of the significant events the Division participated in would be lengthy, and as each Unit generates its own report, I will refrain from commenting on their accomplishments. I will however report on a collaborative strategy that took place between the MPD, the Bureau of Alcohol, Tobacco, Firearms & Explosives [NH Office] and the United States Attorney [District of NH]. During the months of November and December 2006 and January 2007, in an unprecedented initiative, ATFE assigned 4 of their agents to work full-time with our investigators and the USA's office assigned a prosecutor to work full-time on our cases. The goal was to stop illegal trafficking of firearms in Manchester. Operation TAPS [Targeting Armed PerpetratorS] produced 16 federal indictments. By way of those indictments, 65 illegally obtained or possessed firearms were seized. It is likely those firearms would have found their way to the streets of Manchester and I am very grateful to these agencies for their willingness to go beyond the norm in support of our efforts to stop illegal gun trafficking and gun violence in our community.

As homicide investigations are not exclusive to one particular Unit in the Division, I will use the division message to comment on 2006's & 2007's investigations and prosecution results:

There were four homicides in 2006, and each carried over to 2007.

- The 1st Degree Murder conviction of Christopher Legere for the June 25th, 2006 murder of John Denoncourt.
- Larry Barbosa, Robinson Garcia and Randall Rodriguez were involved in the August 2005 brutal assault of Stephen Raymond. On June 27th, 2006 Mr. Raymond succumbed from injuries received during that assault. The above three individuals have now been charged with his murder.
- The 1st Degree Murder conviction of Gary Messerschmidt for the August 17th, 2006 murder of Mark McManus.
- The October 16th, 2006 murder of Officer Michael Briggs

There were also four homicides in 2007. Three have been cleared either by arrest or a finding that the incident involved a murder and suicide. The fourth is still awaiting a ruling from the NH Attorney General on whether or not charges will be forthcoming.

- The January 2nd murder of Aaron Kar. Understanding that this report is intended to cover 2007, I will nonetheless note that on February 13th, 2008 three arrests were made in this case. Roscoe White has been charged with 1st Degree Murder, and brothers Sergio and Michael Soto have each been charged with Accomplice to First Degree Murder.
- The April 9th murder of Patricia Kaliscik and suicide of John Kaliscik
- The June 14th homicide of Ryan Carlson
- The July 2nd murder of Patricia Holmes and suicide of Andrew Lareau

As is always so well deserved, I wish to thank all of the men and women of the Division both sworn and civilian for their extraordinarily high level of professionalism, commitment and dedication in carrying out their responsibilities.

As evidence of their talents and dedication, during 2007 thirty-four members of the Division were formally recognized for their accomplishments. Nine were awarded Meritorious Medals, Four were awarded Honorable Service Medals, Five were awarded Chief's Achievement Medals and 16 received Certificates of Recognition. Several members of the Division were also rewarded with promotions.

I would also like to use this opportunity to express our Division's appreciation to all of the local, state, county and federal law enforcement agencies, and all of the different prosecutors we worked with for their continued assistance in furthering our goal of making the City of Manchester a safer and better community. And, I would be remiss if I did not thank the community for their support. During the past year we have strived to strengthen our partnerships with the community and we continue to demonstrate to the public how vital the community's willingness to 'get involved' is to making their neighborhoods safer and their quality of life better. Working together we will continue to be successful!

PATROL



As reflected in the Manchester Police Department's Operational Chart, the Patrol Division is the backbone of the Department. The Patrol Division consists primarily of Patrol Officers who patrol city streets in cruisers and mountain bicycles, as well as in a revitalized foot patrol as time permits. Officers also serve in the Community Police Unit, Traffic Division, Special Reaction Team, the Department's Civil Disturbance Resolution Team, K-9 Unit, Mounted Equine Unit, and as Senior Services Officer, the Police Athletic League Officer, and non-sworn Animal Control Officers. In total, the 150-plus person division is comprised of 3 Captains, 4 Lieutenants, 13 Sergeants, 125 Police Officers and 4 civilians.

The Manchester Police Department is committed to community policing and our focus is on working with our community to promote safety and optimal quality of life. The Patrol Division works in partnership with the Department's other divisions, other law enforcement agencies, and with many community stakeholders, business people and residents.

Many initiatives have strengthened intra-department communication and collaboration, including CrimeStat meetings where representatives from various divisions convene biweekly to discuss ongoing and emerging issues. Several initiatives to facilitate information and intelligence sharing were also implemented in 2007.

The New Hampshire State Police and the Manchester Police Patrol Division worked together in several special enforcement initiatives in 2007 to address a variety of problems in the city, from quality of life issues such as excessive speed and noise, to more serious violent crimes. This has proven to be a positive and fruitful venture, which I hope to see continue on an ongoing basis.

We also developed partnerships outside our walls which had a very positive impact on the quality of life in Manchester. A great example of collaboration with other City departments is the successful Neighborhood Enforcement Team (NET). We also work closely with the people of Manchester and the private sector. Residents attended three Citizen Police Academies and our Neighborhood Watch programs now number over 50 groups. With the assistance of the Catholic Medical Center, we were able to open another police sub-station on Kelley Street.

Yet, while building partnerships was a common theme this past year, there was one partnership which was dissolved: the City's Parking Control Officers transferred to the newly formed Parking Division. It was a loss of a good group of people, but better for the City, and in the long run will allow police supervisors to focus on other police matters.

This year, several officers received "Looking Beyond the Ticket" awards from the New Hampshire Police Standards and Training Council. These awards highlight the uniquely important law enforcement skills needed to conduct "routine" traffic stops that can evolve into far from routine arrests. Also this year, our Mounted Equine Unit went to Canada and received training from the Royal Canadian Mounted Police, and three canine officers attended the Canine Academy.

In addition to all of these patrol responsibilities, we were also busy with many other events. Our First in the Nation Primary activities kept us extremely busy, as did a city household's "Extreme Home Makeover," and the first annual Manchester Marathon. We also found time to assist with numerous races, walks, and community events, while testing for new officers, attending NH Police Academy graduations, and doing targeted patrol such as Sobriety Check Points. We also repaired our flood-damaged gym, acquired a new Bearcat for the Special Reaction Team, and purchased ATV's for off-

road patrol. We note with pride and appreciation that the Arthur Kehas Law Enforcement Training Facility was dedicated at Police Standards and Training.

Manchester Police Department officers have vowed to always remember and honor our fallen brothers and their families. A candlelight ceremony marked the first anniversary of Officer Michael Briggs' death in October. We held a Boston to Manchester benefit bicycle ride that helped raised \$15,000 for Officer Briggs' family. Also in October, the month we lost both Officer Briggs in 2006 and Officer Ralph Miller in 1976, we hosted the first annual Footrace for the Fallen. The Footrace was a huge success and is sure to grow in years to come. We are grateful to the people of Manchester and New Hampshire for remembering our brothers and their families, as well.

We are proud to note that several of our City's finest also serve our nation in the United States military. Please keep them in your thoughts and prayers.

The officers of the Manchester Police Department Patrol Division protect and serve the people of Manchester with extraordinary professionalism, commitment, and dedication to duty. We look forward to working with our many partners in 2008.

TRAFFIC DIVISION



The Police Department's Traffic Unit has been in existence for many years. The primary function of the Traffic Unit is to investigate all accidents where a fatality or serious personnel injury has occurred. This continues to be the primary function of the unit but over the years we have taken on several other assignments. Some of these include Traffic Enforcement, Auto Thefts, Security and Traffic Control at Special Events, Motorcade Planning and Protection, Organizing Parades, Road Races, and Walk a Thons. Our officers also provide yearly training to School Crossing Guards and Bus Drivers. Officers in the unit have also been given specialized training they use for

public education programs such as safe car seat installation and seat belt compliance in young drivers.

The unit currently is assigned to following compliment of officers; one Lieutenant, one Sergeant, four Accident Investigators, one Auto Theft Investigators, four Enforcement Officers. The following civilians are also assigned to work in the unit; one Secretary, and 35 Crossing Guards.

The Traffic Unit works with many outside agencies on special projects and investigations. Two of the primary agencies are the New Hampshire State Police and the Highway Patrol. An example of this is the recent joint motor vehicle enforcement patrols, which occurred from November of 2007 to January of 2008. . Another example is the yearly assistance we receive from the Highway Patrol during Taxicab tow truck inspections. The Highway Patrol also assists us with their expertise when there is a serious accident involving a motor carrier or school bus.

During the past year the New Hampshire Highway Safety Agency has been able to assist us with funding for several special programs. They include Sobriety CheckPoints, Speed Enforcement, School bus Safety Patrols, and Seat Belt Awareness Programs. They also provide partial funding for equipment such as speed radar, traffic counters, and trailers. This funding has been crucial in public awareness programs and assisting us in address traffic problems though out the city.

Over the next year the Traffic Unit plans to continue its effort to educate the public in motor vehicle safety and awareness. We will do this through special enforcement programs and public education. We hope our efforts will reduce the number of accidents in the city. Our goal is to make the streets safe and improve the quality of life in Manchester.

The Community Policing Unit had a productive and successful 2007. We continue building our community partnerships by working with residents and businesses in the city. Our resident community and community partners are actively engaged in addressing quality of life issues.

One of our new partners was with the CMC hospital. The CMC sponsored the cost of locating a new substation on Kelley St. A welcome addition to the neighborhood. Officers are able to remain in the neighborhoods working with the residents.



The entire department participated in conducting 3 Citizen Police Academy's during the year. 60 citizens were given a closer look at the job we do. These programs help to build on the relationships we have with the community.

Our Weed & Seed program attained graduated status. After the 5-year federally funded program ended the City continued the program and we are expanding to the West Side. Our well-established program will now work to address quality of life issues in a larger area.

Our Neighborhood Watch Program experienced enormous growth during the past year. Officer Mark Ampuja joined the team and is working with the VISTA volunteer managing the groups. We reorganized the groups into more manageable groups. We had over 55 groups and the year ended with 34 very active groups.

St. Mary's Bank joined us as a community partner by sponsoring the training for 25 watch group members. They will be trained in first and disaster preparedness planning. The American Red Cross matched the donation for 25 additional spots. This will allow us to train 50 watch group and substation volunteers. The donation also provides disaster kits for our substations and safe havens.

Community Policing Officers have been busy with additional responsibilities. Officer Gannon works with all the secondhand dealers cataloging pawned items as well as all scrap metal sales. Officer Harrington joined the Safe Streets Task Force, working with the FBI, addressing the growing gang issue in Manchester. Officer Bolduc continues to implement groundbreaking initiatives to help our seniors.

Officer Battistelli has been working with the Multi-cultural community at various events particularly at the Beech Street School. Linstad and Barry took on the duties of monitoring abandoned/neglected properties. Malone and Dupont continue to work with MHRA and the residents on community problems. Officer Gallant is working on tracking and identifying graffiti. Lachance and Tardiff continue to patrol with Valor and Shorty.

The MPAL program continues to provide valuable resources to our youth. Officer O'Keefe has built an excellent program and more and more city youth are participating in the programs offered. The MPAL building was renamed the Officer Michael Briggs Community Center in honor of Officer Michael Briggs. MPAL also opened its doors as a temporary emergency shelter after a devastating fire destroyed 5 neighborhood homes.

The Neighborhood Enhancement Team, already successful with addressing nightclub issues, expanded to multi-family nuisance properties. The NET started inspecting problem properties and has been very successful in addressing the quality of life issues.

The Community Policing Unit will continue to work building partnerships that help improve safety and the quality of life in our city.

CANINE DIVISION



Over the past twenty-years I have had the honor of working with the men and women assigned to the Manchester Police Canine Unit. Many of these people are no longer active in the unit and others have retired from police work altogether yet, we continue to rely on these people for support and they continue to help our unit to progress. Our current handlers possess this type of dedication and we expect the same from our new handlers.

In 2007 there were two hundred and twenty-four canine responses that resulted in sixty arrests. On only four occasions were the dogs commanded to physically apprehend an individual. The canine teams also performed twenty-six public demonstrations. These demonstrations allow the officers to interact with the public and educate them on the use of police canines in law enforcement today. During these demonstrations the officers also have the opportunity to help positively influence the children of this community.

With support from the Board of Mayor and Aldermen the Canine Unit was able to add three new dogs in 2007. Officer Thomas Dubois and K-9 Riley, Officer John Cunningham and K-9 Nero, and Officer Joseph Ryan and K-9 Cooper all attended and graduated from the New Hampshire State Police Canine Academy. Officer Joseph Ryan had earlier completed a drug detection school on his own time and at his own expense and essentially donated K-9 Cooper to the MPD. Officer Thomas Dubois and K-9 Riley have also completed their drug certifications and these canine teams will become more involved in drug interdiction.

With the continued support of the Board of Mayor and Aldermen the Manchester Police Canine Unit will again be at full compliment. Officers Scott Ardita and Jacob Tyler have recently been selected as new canine handlers. They will be attending the Boston Police Canine Academy in March 2008. The Manchester Police Canine Unit has received appreciated support from the business community as well. The new police dogs were purchased with donations made by Lou's Custom Exhaust and Bud's Auto Repair. Officer Scott Ardita will be partnered with K-9 Lou and Officer Jacob Tyler will be partnered with K-9 Bud. Equipment to aid in caring for these dogs at the officers' home has been donated by Sam's Club, Petco, and by PetSmart.

The Manchester Police Canine Unit is committed to develop and train at a level that will ensure our continued success for the apprehension of criminals, locating lost individuals, recovery of evidence, drug interdiction, and community service.

The Special Investigations Unit had another busy and successful year in 2007. Three new positions were added to the Unit in 2007, increasing its complement to a total of twelve Officers.

A great deal of our success can be directly attributed to "Operation Drugs and Guns" (DAG). The City of Manchester funded this initiative in 2007 in an effort to combat drug crimes, with extra attention given to those involved in violence and the illegal use of firearms. Operation DAG commenced during the latter part of May, 2007, and involved undercover officers from the Manchester Police Department's Special Investigations Unit (SIU), the NH Attorney General's Drug Task Force and the NH State Police Narcotics Investigations Unit (NIU). Also taking part in some of these operations were members of the HIDTA/DEA Task Force, the FBI and the ATF. Funding was also allocated to the NH State Police Lab for analysis purposes on evidence that was seized as a result of these aforementioned investigations. The undercover officers and investigators who worked on these cases did an excellent job. A summary of results from this past year is as follows:



94 suspects arrested
21 search warrants executed

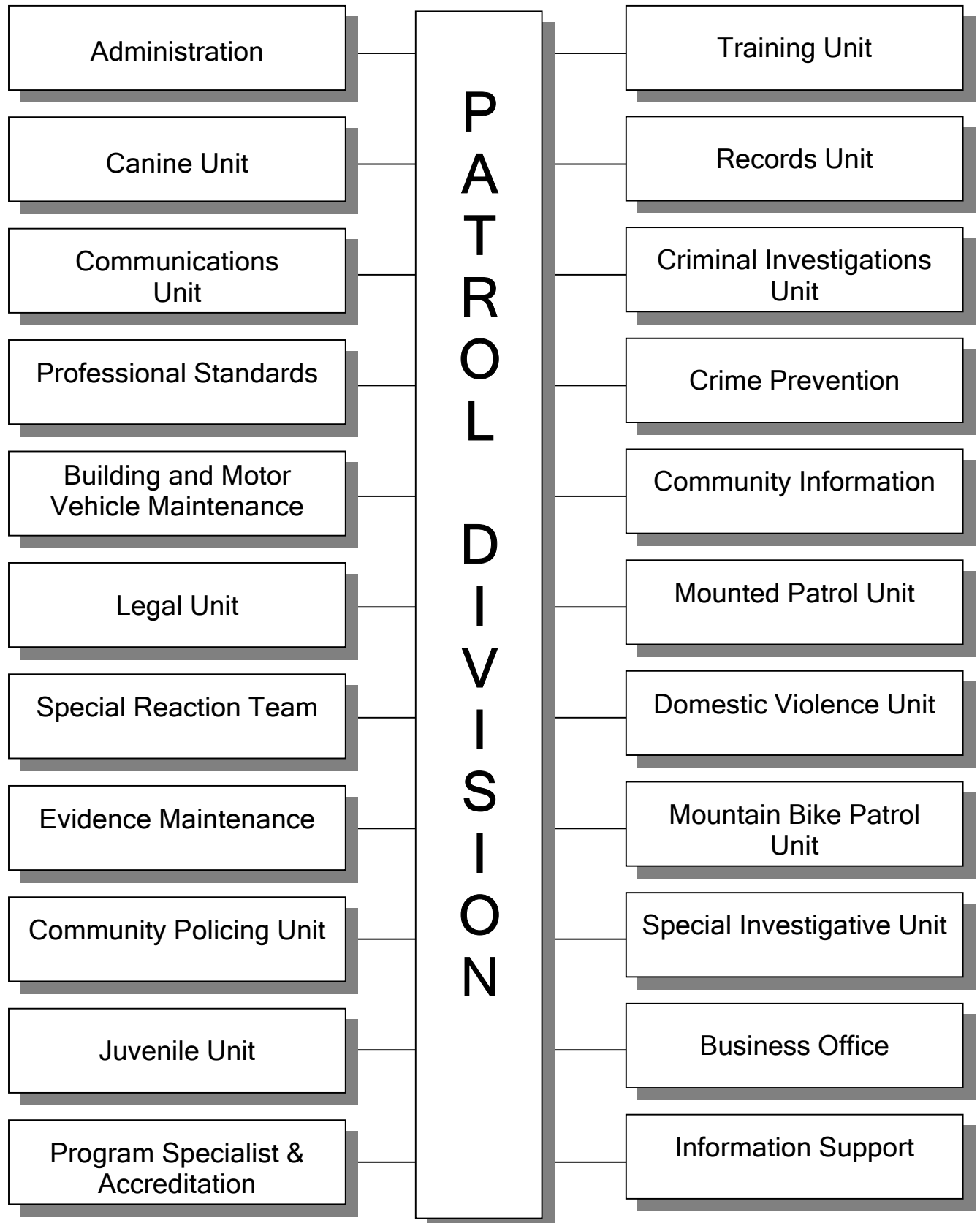
Seizures:

6 pounds of cocaine
1.75 pounds of crack
6 ounces of heroin
19 pounds of marijuana-
5.5 ounces of methamphetamine
80 tabs of XTC
354 prescription pills (primarily oxycodone)
52 firearms
\$82249 US Currency

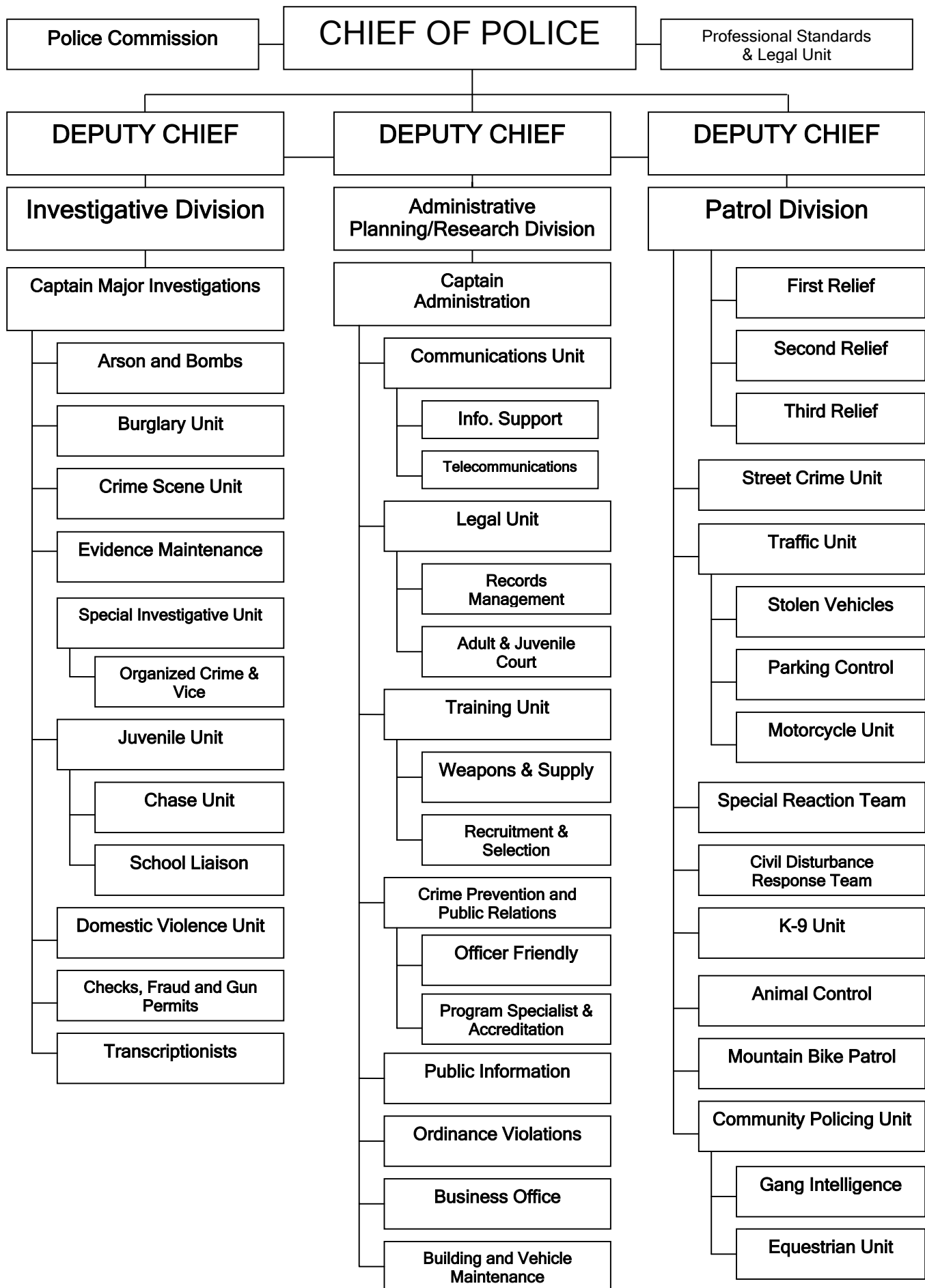
These investigations and arrests include all levels of drug dealers from street level to top sources of supply. Of particular note were the number of firearms seized during arrests and search warrants. Heroin continued to be a significant problem (the above 6 ounces of heroin is the equivalent of 8400 traditional bags of heroin). During the latter half of 2007, we have also seen a significant increase in Oxycontin usage and sales - to the point that it has rivaled heroin as one of the more popular drug choices in the area. Our priority will be to continue to target those people involved with firearms and violence in conjunction with drug trafficking activity.

Special thanks are in order for the Mayor, Board of Alderman and all those who provided information and assistance to us throughout the year. Through this collaborative effort we will continue to provide the citizenry of Manchester a safer and better community in which to live and work.

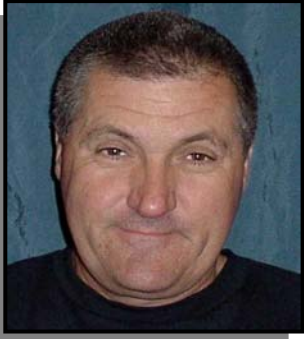
Operational Chart



ORGANIZATIONAL CHART



FLEET MAINTENANCE DIVISION



The Manchester Police Department fleet maintenance had a pretty good year, the three technicians kept busy with breakdowns and routine maintenance. We have had numerous problems with power supplies going bad in the Tomar strobe light bars. These bars were purchased in 2002 and have a 10 year warranty on the power supplies. The department has not had to purchase any power supplies, they are still under warranty. The only cost associated with the lightbars are the normal burn out of strobe bulbs. The Fleet Maintenance with help from Fire Communications installed new county radios and portable chargers in all the marked units. We also installed new Data 911 computers and modems in the marked units. The City allowed us to purchase 10 new

vehicles, 8 of those went out as route vehicles and the other 2 went out as unmarked. The department allowed us to purchase a new 10,000 pound rotary lift. The old 9,000lb lift was worn out from the 7 day-a-week use, and was a hazard to use.

Last August we had a major flood, which was caused from a broken sewer valve on Merrimack St. Between that and the ground water, that is how we were flooded. Since then the city has repaired the sewer pipe. After that incident we had a temporary sump pump installed in the lower mechanical room which took care of the ground water during hard rainstorms. This year the city has installed a permanent two-pump system. One pump is the primary and the second is a backup pump in case the primary fails. If the primary fails there is also an alarm that goes off telling us the primary stopped working. After years of having ground water problems, this has been the first year with no water problems. The City also installed a complete new Fire Alarm system throughout the building. The old system was obsolete and could not get parts for it any longer.

The building maintenance had a tough year. We had our second custodian leave and go to work for the traffic department. The custodian left in June, and we have not been able to find anyone to fill the position. With a building this size and the 24hr and 7 day a week operation it is impossible for one person to keep the building clean with one custodian working 6 days a week. Our building supervisor Robert Wilson has been letting maintenance work go to help our custodian clean the toilets, floors, locker rooms, empty trash and clean the prisoner cell block. He has been doing just the needed repairs and no extras. So when the second custodian is hired he can get back to maintenance as needed.

The expectations for 2008 are to purchase and replace 10-15 new vehicles. Keep up with routine maintenance and breakdowns. To purchase a new diagnostic scan tool for pulling codes for air bag, ABS brakes and check engine lights. The scan tool we currently have can no longer be updated with the new updates as they come out. The downloads are now done through the computer. We have saved thousands of dollars in my budget by finding and repairing the problems ourselves. These problems would have to go to the dealer to get diagnosed without the machine. Another expectation is to purchase a diagnostic tester or smoke machine as they call it for checking vacuum leaks, air leaks, evaporation systems and water leaks. One of the big expectations is to hire a third custodian for the building. When the City had layoffs several years ago we had a third custodian. We never replaced the third one. With a building this size and the number of people working it's impossible to keep it cleaned properly. If the third custodian could work nights and clean the offices that are not used at night it would be less difficult then trying to ask people to move so you can clean around them.

DOMESTIC VIOLENCE DIVISION

The Domestic Violence Unit presently consists of three investigators on the day shift with one investigator specifically assigned to sexual assault investigations. There are also three officers assigned to the Domestic Assault Response Team (D.A.R.T), who work the evening shift. There is one full time victim advocate that works with the arraignment prosecutors and makes initial victim contact on behalf of the Department. Presently, we have two advocates located at the courthouse assigned to the prosecutor's office. One advocate is full time and the other is part time. These advocates take the case over from the arraignment advocate, to ensure victims' services are continued. Two secretaries also support the Unit, one at the courthouse and one at the police department. Sergeant Ron Mello supervises the Unit.



The Domestic Violence Unit is part of a wider Manchester/Hillsborough County Domestic Violence initiative that started in 1996. The project is a collaboration of four agencies, the Manchester Police Department, the Hillsborough County Attorneys Office, the Department of Corrections-Probation and Parole, and the YWCA Crisis Service. The common goal is to combat domestic and sexual violence. The Grants to Encourage Arrest Program supports the project, through the Office on Violence Against Woman. Monies are also provided through the S.T.O.P Violence Against Woman Act. block grant, which is awarded by the New Hampshire Attorney General's Office

In 2006 there were 2,653 reports filed involving domestic and sexual violence. In 2007 there were 2,422 reports filed involving domestic and sexual violence. **This represents an 8.7 % decrease in DV reports from 2006.** We believe this is a direct result of the efforts of the agencies involved in addressing domestic violence in Manchester as we work towards achieving the Projects overall goals.

The investigators are responsible for following up on domestic and sexual violence related reports involving adults. Additionally, the unit investigates non-domestic violence related calls regarding Stalking. The DART unit responds to domestic and sexual violence calls for service. They also monitor defendants who have been charged with domestic related crimes and have court orders to refrain from contacting their victims.

The DART unit conducts random home visits with victims to ensure that Defendants are in compliance with court orders and provide any additional services victims may need. DART members also carry a caseload and investigate reported acts of domestic violence where an arrest has not been made at the time of the report. Additionally, the three advocates also generate added follow up once they contact victims and learn of new information required for successful prosecution of the case.

The additional responsibilities the DV unit took on by investigating all reported sexual assaults required an expansion of the unit. A proposal under the Grants to Encourage Arrest Program. (GTEAP) grant was to add a sexual assault investigator. In October of 2007 the Manchester Police Department was awarded funding for this position under the 2007-2009 GTEAP.

The overriding goals of the project are to keep victims safe and hold the offenders accountable. The Unit has been a model for 12 years for domestic violence investigation for area law enforcement agencies. We now look forward to leading the state as a model in sexual assault investigations. To that end, we will be expanding the Unit's focus, encompassing training for sexual assault investigations and policy development.

TRAINING DIVISION



Over the past few years, the Manchester Police Department has experienced growth at rates far beyond what would be considered “average”. It is certainly common to see significant numbers of officers leaving the job through retirement and for other reasons, and this trend will continue. However, when you add 16 new police positions in a single year (as the Board of Mayor and Alderman did in 2006), the challenges for the members of the Training Division change significantly.

Faced with these challenges, the division (under the Direction of former Training Director and now Lt. Bob Cunha) succeeded in hiring 15 new Police Officers in 2006. Although this brought us closer to full complement, continued retirements left us with a number of open positions and a lack of qualified candidates. Unfortunately, with the normally high attrition rates associated with our agency and our profession, the task of finding quality applicants has become more difficult. Hundreds of potential officers must be tested and examined, and agencies now find themselves competing for the same small pool of successful applicants. However, through creative advertising, increased recruitment efforts, and a strong dedication to their mission, our Training Division was able find 15 officers from two Police tests. This accomplishment should be considered nothing short of exceptional, and the bulk of the praise should fall upon our recruitment and selection officer—Scott Page.

In March of 2007, I took over as the department’s Training Director. My goal, and that of the other members of the division was simply this. To pick up right where we left off in 2006 by utilizing the ideas and methods that had already proven successful, so that we could continue to move closer toward our full compliment of 225 sworn Police Officers. And then to push even harder by conducting three Police tests throughout the year, using some new ideas to get more quality applicants, and working extremely hard to complete huge numbers of background examinations.

As a result of the work of all involved, the Manchester Police Department hired 32 new Police Officers in 2007. As in the past, the difficulty in recruiting and hiring quality Police Officers continued to be a reality. For the January test, 127 signed up but only 72 actually showed up. In April, 295 signed up, and only 169 showed up for the test. Finally, in September, we had 257 sign up and only 155 showed up. In short, the Training Division has been forced to continue increasing our recruiting efforts to levels beyond those of the past so that we can draw enough quality applicants to fill the majority of our open positions.

Despite all of these drawbacks, the Training Division proved once again that with focus, determination, and hard work, we can and will continue to succeed in our mission. And that mission does not stop at simply filling positions. What we have and will always strive for is to fill our positions with the highest quality Police Officers that the citizens of the City of Manchester have come to expect.

With all of that said, let’s not forget the second and equally important task of the Training Division. To provide high quality training to both new and current Police officers and civilian employees of the Manchester Police Department. Through budget cuts and limited Grant opportunities, extraordinary efforts were needed to continue providing required training, while striving to implement new and different methodologies to our training repertoire. Through the efforts of Training Officer Mike Biron and Range Master Steve Gilcreast, 2007 was an extremely busy year. Three separate In-house Police academies were instituted, requiring constant planning, monitoring, and participation in recruit training throughout the year by all members of the division.

Annual Use of Force training was also conducted, and this year's version included defensive tactics, handcuffing, and a refresher on firearm safety. New to this year's training was a Simunitions segment, which provided scenario-based training for all sworn officers utilizing paint-filled projectiles. This training was extremely well received and should become regular part of our annual training.

Throughout the year, the members of the Training Division continued to our focus on Domestic Terrorism and Pandemic awareness. This was done through regular attendance at monthly bio-terrorism meetings put on by the Manchester Health Department, and participation in tabletop exercises at both the Health Department and the Manchester Airport.

Annual firearms qualifications were completed in 2007 with both the duty weapons and the shotguns. The M-16's were redistributed so that the three shifts would be better represented, and officers assigned to those weapons were qualified as well. Finally, a new roll call video system was put into effect in '07. This system involved a selection of topics by the Training Division, and the assignment of the department's Sergeants to create a training video related to each particular topic. This system was extremely successful and will continue.

Without question, the members of the Training Division were quite taxed in 2007. Hiring and training 32 new Police Officers alone would have placed a great deal of stress on the division. Add to that the training provided to the current members of the department and one would assume that the division was completely tapped out. Instead, the members of the Training Division have been working hard to find new and improved methods with which to train our officers so that 2008 will be even more successful.

After creating a Standard Operating Procedure for Rapid Response/Active Shooter deployment, the Training Division plans to add training in this area to the 2008 Use of Force training. Along with this, the division has started a program of offering "in-service" training to the officers of this department. This training will be voluntary, with officers submitting training requests through their supervisors in order to attend. Two classes are already in the planning stages, and include Less Lethal bean bag training, and a firearms "skill builder" class. Also in 2008, the Training Division will coordinate a Leadership training class for newly promoted Sergeants, in order to better prepare them for their role as a Police supervisor.

Over the past few months, the Training Division has re-vamped the Field Training Officer program. A new system will be put in place for 2008 and current Field Training Officers will receive a 4-hour block of training related to the new system and the goals and expectations of the program. And finally, with the number of Police positions increasing once again due to retirements, the Division has plans for at least two Police tests in 2008.

In conclusion, the Manchester Police Department's Training Division will remain hard at work in 2008, continuing with its mission of enhancing the skills of our Police Officers and civilian employees to the levels we've become accustomed to. We expect obstacles throughout the year, but are confident that through the motivation and dedication of the members of our division, we will succeed.

ANIMAL CONTROL DIVISION



The Animal Control Division is allocated two full time animal control officers (ACO's) and provides coverage seven days per week. Animal Control Division supervisor is Dennis Walsh and the assistant ACO position is filled by Neal Vogler. Together, they offer a combined 13 years of experience in the animal field.

ACO's respond to all animal related calls for service, city wide, whether domestic or wildlife related. Primary duties include enforcement, investigations, rabies cases, impounding stray animals, school presentations on bite and rabies prevention, and assisting patrol and detective units. People skills are a major requirement for an ACO, since many of our calls require us to educate the public.

The ACO's also provide animal related training to newly hired police officers, dispatchers, and the Citizens' Police Academy. Training is also offered to newly hired ACO's of other police departments. Private businesses call upon the ACO's for bite prevention training.

Rabies remains a safety concern in Manchester. Wildlife is still testing positive for rabies, exposing humans and domestic animals. Skunks are the most common animal to give us a positive, but fox, racoon, woodchuck, and bats are also in the top categories. As wildlife numbers overpopulate and go unchecked in the city, confirmed cases of rabies will increase.

Annually, the city clerk's office tracks residents who fail to license or relicense dogs. The warrant is prepared, signed by the mayor and aldermen, and presented to the police chief for action. This results in the ACO's being responsible for serving approximately 300 civil forfeitures and approximately 300 summonses to appear in court. The city clerk licenses over 10,000 dogs each year. This is merely a part of the total dog population in Manchester.

We will continue to strive for efficiency and excellence in service to the city. Thank you to all that help us to be effective.

ANIMAL CONTROL STASTISTICS JANUARY - DECEMBER 2007

Phone calls handled	6085
Calls for service	3980
Safety presentations: elementary classes and business	29
Wildlife calls	444
Impounded dogs	254
Impounded cats	184
Impounded others	14
Impounded abandoned animals	18
Claimed animals	190
Unclaimed dogs	80
Dog bites (Reported to ACO)	99
Cat bites (Reported to ACO)	31
Other bites & rabies exposures	32
Summonses (officer initiated)	231
Recorded warnings (officer initiated)	189
Rabies preparations and transports to state lab	88
Euthanized animals	76
Subpoenas to court	25
Assignments non-animal	113

ORDINANCE VIOLATIONS DIVISION

The Ordinance Violations Bureau a division of the Manchester Police Department is tasked with the responsibility of working with each city department that has the authority for enforcing ordinances in the City of Manchester. Although the Police Department primarily issues most ordinance violations and citations, the Building, Health, Fire, Highway and City Clerks Office serve additional citations.



Ordinance Violations Bureau has a staff of three, Karen Bergeron, Donna Demanche and Dale Robinson. The bureau is open Monday through Friday 8 a.m. to 5 p.m.

In fiscal year 2007 the city created the Parking Division (an Enterprise). The Ordinance Violations Bureau on a daily basis interacts with members of the parking division that has the responsibility for enforcing all parking regulations in the city. Because of our interaction with the parking division, we have been able to modernize much of our equipment at OVB.

Customer service is one of our main focal points and we have strived to become more user friendly and customer oriented. The bureau issues residential parking permits and tracks well over 1000 of these permits issued in 2007.

In Fiscal Year 2007, a total of \$1,343,165.05 in revenue was recorded.

OVB FY2007 REPORT						
SECTION I - REVENUES WEEKLY AND YTD TOTALS						
YTD 06	\$1,343,165.05	YTD-07	\$1,233,712.98	DIFFERENCE		-\$109,452.07
BREAK DOWN OF MAJOR CATEGORIES - YTD						
FY	PARKING	BOOT FEES	OFFICER OV	OTHER DEPT-OV	COURT-PARKING	COURT-OV
07	\$1,105,318.48	\$20,200.00	\$27,830.00	\$10,850.00	\$5,368.34	\$64,146.16
06	\$1,227,995.40	\$26,750.00	\$22,498.00	\$1,450.00	\$5,078.33	\$59,393.32
"+"-	-\$122,676.92	-\$6,550.00	\$5,332.00	\$9,400.00	\$290.01	\$4,752.84
SECTION II - TICKETS ISSUE AND CATEGORY FOR THIS WEEK						
		CATEGORY		COUNT		
		PARKING TICKETS		52587		
		POLICE NON-PARKING		931		
		BOOTS		452		
		OTHER DEPARTMENTS		337		
		GRAND TOTALS		54307		

In efforts to further streamline the payment process, OVB and the city Parking Division is reviewing the use of on-line payments and debit/credit cards.

BUDGETS DIVISION



The Manchester Police Department's Business Office is responsible for coordinating the financial and personnel transactions, including budget preparation, monitoring and purchasing contracted services, payroll processing, grants and reimbursements as well as Extra Details. The Business Office is comprised of the following dedicated personnel:

- Dolores LeBlanc is responsible for all accounts payable and fixed assets.
- Dianne Kingsbury manages the extra details for officers and processes miscellaneous cash receipts.
- Colleen Driscoll manages the entire payroll and benefits function for the Department.
- Kathy Johnstone is our Financial Analyst I whose job is to keep the Department's finances and projects in order.
- Steve Hoeft, Business Services Officer, prepares and manages the budget and oversees the operations of the Business Office.

We utilize the City of Manchester's Purchase Card Program for the department. This allows the use of MasterCard purchase cards for purchases and services.

We received over \$2.5 million in grant and other reimbursements in the past year. An additional \$200K was received for Asset Forfeiture. Extra Details is always busy with over \$2 million in payments received from customers resulting in payroll disbursements.

FINANCIAL REPORT

COMPARISON OF EXPENSES AND REVENUE BUDGETS FOR FY 2007/2008

Account Name	FY2007	FY2008	Account Name	FY2007	FY2008
Regular Salaries & Wages	\$15,078,565	\$15,839,462	Equipment	\$10,000	\$10,000
Overtime Salaries	\$919,275	\$947,750	Bike Patrol	\$7,400	\$7,400
Special Salaries	\$78,600	\$85,110	Furniture & Fixtures	\$8,000	\$6,000
Total Salaries & Wages	\$16,076,440	\$16,872,322	Mounted Patrol	\$10,000	\$10,000
			Total Capital Outlays	\$35,400	\$33,400
Health Insurance	\$2,891,907	\$0			
Dental Insurance	\$243,899	\$0	Dues/Fees	\$2,900	\$2,900
Life Insurance	\$15,850	\$0	Provisions	\$1,500	\$1,500
Workers Compensation	\$357,078	\$371,361	Medical Supplies	\$1,600	\$1,600
Disability Insurance	\$15,488	\$16,757	Miscellaneous	\$0	\$0
Police State Retirement	\$1,135,292	\$1,454,184	K-9	\$18,000	\$18,000
City Contributory System	\$402,601	\$448,892	Special Projects	\$60,000	\$692,860
FICA	\$408,131	\$464,286	Total Miscellaneous	\$84,000	\$716,860
Staff Development	\$20,000	\$20,000			
Uniform Allowance	\$96,700	\$100,000	Total For Agency	\$22,795,498	\$21,587,845
Total Employee Benefits	\$5,586,946	\$2,875,480			
			Restricted	\$5,561,753	\$2,851,563
Other Services	\$13,875	\$13,875			
Total Purchased Prof Svcs	\$13,875	\$13,875	Net Dept. Appropriation	\$17,233,745	\$18,736,282
Serve Agreements	\$65,680	\$75,800			
Laundry Services	\$46,100	\$64,125			
			Revenues		
Maintenance & Repairs	\$14,200	\$14,200			
Vehicle Repairs/Parts	\$110,000	\$110,000	Account Name	FY2007	FY2008
Contracts	\$500	\$500	School Chargebacks	\$560,490	\$548,260
Rental-Building	\$450	\$0	Bounced Check Fees	\$1,000	\$250
Leases- All	\$27,250	\$20,000	Copy Acc/Invest Reports	\$52,000	\$45,000
Total Purchased Prop Svcs	\$264,180	\$284,625	Records Checks	\$0	\$0
			Fingerprints	\$10,000	\$10,000
Insurance-CGL	\$91,507	\$96,083	Photograph Sales	\$2,300	\$2,000
Telephone	\$57,000	\$77,000	Auction	\$2,000	\$2,000
Postage	\$13,950	\$6,000	Extra Details- Admin Fee	\$95,000	\$97,000
Teletype	\$5,000	\$5,000	Investigative Reports	\$12,000	\$12,000
Advertising	\$5,000	\$6,000	Bicycle Fees	\$0	\$0
Printing, Publishing & Binding	\$10,000	\$14,000	Booting Fees	\$0	\$0
Travel, Conferences & Meetings	\$4,000	\$4,000	Witness Fees	\$95,000	\$95,000
Duplicating Services	\$0	\$0	Gun Permits	\$5,000	\$6,500
Other Purchased Services	\$186,457	\$208,083	Game of Chance	\$500	\$500
			Towing License	\$14,000	\$13,000
Film & Processing	\$3,500	\$3,500	Violation First Offense	\$18,000	\$11,000
General Supplies	\$57,500	\$67,000	District Court Fines	\$65,000	\$90,000
Ammunition	\$34,000	\$34,000	Parking Fines Courts	\$0	\$0
Microfilm & Films	\$10,000	\$10,000	Cruiser Rental	\$8,000	\$10,000
Gas, Oil & Diesel Fuel	\$215,000	\$250,000	Parking Tickets	\$0	\$0
Tires & Batteries	\$20,000	\$25,000	Towing Fine	\$0	\$0
Minor Apparatus & Tool	\$5,000	\$5,000	Prior Year Restitution	\$4,000	\$4,000
Custodial Supplies	\$24,000	\$27,000	Reimbursed O/T Salaries	\$31,206	\$36,606
Fire Extinguishers	\$2,000	\$2,000	Extra Detail Revolving Fund	\$12,000	\$12,000
Court Cases- Meals	\$1,000	\$1,000	Miscellaneous	\$100	\$100
Books	\$5,000	\$5,000		\$987,596	\$995,216
Periodicals	\$700	\$700			
Natural Gas	\$40,000	\$36,000			
Electricity	\$122,500	\$110,000			
Freight	\$6,000	\$5,000			
Construction Materials	\$2,000	\$2,000			
Total Supplies & Materials	\$548,200	\$583,200			

CRIME PREVENTION DIVISION



In 2007, the Crime Prevention Division continued in its mission to develop and implement crime prevention programs designed to anticipate, recognize, and appraise crime risk and initiate action to reduce that risk.

Off. Rondeau facilitated the provision of various educational programs and community activities/events to promote crime suppression strategies and maintain strong police-community relations with the help of extensive inter-department cooperation, especially from Sgt. Kevin Kincaid and the Community Policing Unit. The "Officer Friendly" program and the Gun Safety presentation are the mainstay of school programs, but Off. Rondeau will frequently adapt his educational message to meet the needs of the

schools and students. An example was his implementation this year of a mock DWI crash scene presentation at local high schools during prom season. The dramatic re-creation drove home the dangers of underage drinking and driving.

Outside the schools, our division proves a valuable resource to a variety of businesses, civic organizations and post secondary schools. We have conducted building tours, security surveys, emergency response/management planning, and safety presentations that address workplace violence, school violence, child safety and personal security. Outreach programs also encompass our growing international community where presentations by Crime Prevention familiarize new immigrants to American policing and laws and bridge the gap with other minority groups sometimes distrustful of governmental authority.

Program Specialist Greg Murphy performs the agency's crime analysis function to ensure the collection, collation, analysis, and dissemination of crime statistics to assist in the agency's operational and strategic planning. The transition, in 2007, to a new computer system has proven a big challenge this year, but Specialist Murphy was able to quickly adapt his responsibilities to the new programming and also assist throughout the department with this transition.

He also balances these responsibilities with his duties as Accreditation Manager, a role that will become increasingly demanding as a scheduled mock on-site assessment and actual on-site assessment approach in 2008. The workload in preparation of these assessments is tremendous but we are confident Greg's exceptional organizational skills will keep the process on track to successful re-accreditation in 2008.

Crimeline has had another year of success, with 18 arrests leading to the resolution of 88 cases. Seized was approximately \$85,000 in drugs, about \$25,000 in cash and two firearms. As much as \$112,000 in weekly drug business was interrupted. Throughout the City, new signage with the updated Crimeline logo has been posted promoting Crimeline as an effective tool to foster cooperation from citizens with information on criminal activity.

Finally, our Community Information function remains effective in the official release of accurate agency information to the community through the news media. We maintain a working relationship with media outlets in an effort to keep the public informed about ongoing criminal activity, investigations and other public safety issues. We remain responsive to all major incidents to coordinate press coverage while maintaining scene integrity. Our duties also include composing daily press releases, organizing press conferences and responding to all media inquiries. The exchange of information with media outlets has also proven effective in identifying suspects, locating wanted persons and developing information crucial to ongoing investigations.

The Crime Prevention Division continues to provide an immense range of services to the City of Manchester and its residents, fostering comprehensive cooperation in our community and promoting progressive attitudes in our fight against crime.

The Communications Division of the Manchester Police Department is comprised of 4 sections: Emergency Services Dispatch, Police Services Specialists, Information Support Specialists and the Holding Facility. The 5 Dispatch Supervisors, 16 Dispatchers, 5 Police Services Specialists and 2 Information Support Specialists provide professional and exceptional public service to our officers, the citizens of Manchester and those who visit our city.



The demands of the Communications Division continue to grow. During 2007, Communications personnel handled 101,335 calls for service to include both routine and 911 emergency calls. Also during the past year, the department implemented a new CAD (Computer Aided Dispatch) and RMS (Records Management System). The Communications staff did an exceptional job with this difficult transition and put in a lot of hard work during the configuration stages.

The Police Services Specialists, who maintain order at the front counter, took 2,311 police reports over the phone and in person allowing the officers to remain on the streets to handle more serious calls for service. Along with taking police reports, the Police Services Specialists handle all foot traffic in the lobby, take in evidence, search prisoners, process daily paperwork, maintain personnel rosters as well as many other important tasks which keep them extremely busy.

Our Information Support Specialists, Hugh Mallett and Rick Polson, do an exceptional job at keeping our computer, phone and security systems up and running. They have continued to keep our equipment in working order while keeping up with new technology demands. In September 2007, we implemented a new Computer Aided Dispatch and Records Management Systems. This was a very trying and difficult transition, however, with Hugh and Rick's hard work, the change over went very well. Due to the new system structure, our Mobile Data Terminals presented it's fair share of challenges, however, a solution was identified and put into place.

Our AFIS (Automated Fingerprint Identification System) system is now fully functional and has worked as expected. This system allows detainee fingerprints to be obtained and stored electronically so that they can be sent to the FBI. We continue to identify several subjects who give false information and when their fingerprints are put into AFIS, the system returned their real identity. Most of these individuals had warrants against them and were subsequently charged with the warrant. This wouldn't have been possible without this system.

Although the responsibilities of the job are demanding and often stressful, they never lose focus on their top priority: ***Officer Safety and Public Safety***. The Communications Division of the Manchester Police Department will continue to provide the citizens of Manchester and the employees of the Manchester Police Department with professional and quality services. We look forward to another exciting and challenging year in 2008.

PROFESSIONAL STANDARDS



The Manchester Police Department continues to maintain professional standards to ensure agency integrity, efficiency, and the fair and impartial administration of law enforcement in the Manchester community. The Professional Standards Unit is responsible for meeting this challenge.

The Professional Standards Unit is responsible for the administration of personnel complaints and internal investigations in a prompt, thorough, and judicious fashion. Additional responsibilities include the maintenance of all records concerning complaints and investigations and ensuring strict confidentiality. The unit also reviews all positive and negative disciplinary

matters, incidents involving the use of force, police-involved automobile accidents, police pursuits, employee evaluations, and probationary reports.

Upon completion of an investigation, the Chief of Police will provide a written or verbal notification to the complainant and employee concerning the results of an investigation. Final disposition of the case may be any of the following:

1. *Sustained:* The allegation is substantiated.
2. *Unfounded:* The allegation is false or not factual
3. *Exonerated:* The incident occurred, but the member/employee acted lawfully, properly and in accordance with procedure.
4. *Not Sustained:* The allegation is not substantiated. No sufficient evidence was uncovered to prove or disprove the allegation.
5. *Misconduct Not Based on Complaint (Sustained):* Substantiated misconduct which was not based or alleged in the initial report.

In the calendar year of 2007 one formal internal affairs investigation was conducted. The allegation investigated found that the Manchester Police Department Standard Operating Procedures had not been violated and the allegation was not sustained. The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department. The preservation of these standards will continue to enhance the positive relationship between the Manchester Police department and the community it serves.

To Commend Exceptional Performance by a Manchester Police Employee:

The best way to **commend** the actions of a Police Department employee is to write a brief **letter** describing the incident and the actions you think were exceptional. Information such as the **date**, **time**, and the **location** will help identify the employee if you do not know his/her name.

If you choose not to write, you may ask to speak to the employee's **supervisor** and make a verbal commendation. Commendations received by the **Manchester Police Department** are forwarded to the employee with a copy placed in his/her **personnel file**. Although our employees do not expect to be thanked for everything they do, recognition of exceptional services is always welcomed. This kind of **feedback** helps us know if we are doing a good job.

To File a Complaint Against a Manchester Police Employee:

Complaints will be accepted from any source, whether made in **person** (351 Chestnut Street), by **mail**, or over the **phone** (603-668-8711 ext. 307). You may also submit a complaint via **e-mail** to dmara@manchesternh.gov. The Professional Standards Unit, when it becomes aware of complaints or allegations against a department member, may conduct an independent **investigation** or may refer the complaint to the appropriate command for investigation. The average case takes **30 days** to complete, this would depend on the complexity of the case and availability of witnesses. Once the investigation is concluded, the Chief of Police will **notify you** by mail of the findings.

2007 has been a year of progress and change for Records Personnel. Records has again managed to process the paperwork for more than 89,000 cases during the past year despite employee shortages.

With the increase of police personnel, the six Records Specialists have worked diligently in keeping up with the additional arrests, summonses, trials, appeals, mediations and applications for warrants and filing.

The records division is responsible for concealed pistol permits, requests for reports by civilians and various departments, fingerprinting, sending case files to the County Attorney and City Solicitor in a timely manner, enter warrants, domestic violence petitions, out of town paperwork, annulments, summons mediation, court dispositions and filing.



ILEADS came into our lives in September 2007 and many procedures have been changed. Citations that are part of an arrest, are entered under the citation screen for statistical purposes. Bail conditions which are 6 pages long, need to be entered for just about every arrest. Needless to say, bail conditions are very important and need to be entered correctly.

We have been fortunate to have a couple volunteers help us where needed. Cases have been copied, subpoenas sent out, gun permits entered into ILEADS, citations pulled for mediation and filing.

I want to thank Barbara Parent, Jan St. Germain, Madeline Pinard, Maurice Leclerc, Paula Sawyer and Suzanne Soucy for all their hard work.



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